



Grievances and Complaints Policy Procedures		Approval Date:	31 Oct 2011
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President:	Sign:	Name	
Secretary:	Sign:	Name	

Greensborough Hockey Club Grievance Procedure

A. Dissatisfied with matters directly impacting on the hockey operations of the Club

If any club member (player / coach and/or any parent or guardian) is dissatisfied with any matter affecting:

- Coaching / Training / Selection
- The Hockey Program generally
- Supervision within the club
- Or any matter directly affecting the hockey activities

They should in the first instance:

- If it relates to coaching; raise informally with the coach
 - If the member remains dissatisfied with the response given or decision made, the matter should be raised informally with any Hockey Operations Committee or Committee member
- If it relates to any other matter directly affecting the hockey operations of the club; raise informally with the Chairperson of Hockey Operations

If the member remains dissatisfied the member should raise the matter with Committee **in writing** with the Secretary of the Greensborough Hockey Club. Such complaints will be investigated according to the outlined steps described below.

B. Violations of By Laws / Code of Conduct

If any club member (player / coach and/or any parent or guardian) has a complaint against another club member(s) for a violation of any bylaw or code of conduct, they may file such a complaint **in writing** to the Secretary of the Greensborough Hockey Club. Such complaints will be investigated according to the outlined steps described below.

ATTEMPT AT RESOLUTION PRIOR TO FILING OF THE WRITTEN COMPLAINT

The Greensborough Hockey Club encourages all club members to make every reasonable effort to address their concerns and resolve their issue(s) with another club member informally before filing a formal, written grievance.



It is in the best interest of all involved with the Greensborough Hockey Club if we are able to resolve our differences on our own, without the need for a formal grievance. Also, please remember the Codes of Ethics in addressing these issues privately. Please do not raise an issue or a difference in a setting where other members of the Club are present, especially the children. Greensborough Hockey Club recommends that the matter be addressed either away from the hockey field or in a setting outside of the view and hearing of others.

FORMAL WRITTEN GRIEVANCE

If you are unable to resolve your grievance informally and wish to have intervention by the Greensborough Hockey Club, then you must file a formal, written grievance.

The procedure for filing a written grievance is as follows:

STEP I: FILING OF THE WRITTEN GRIEVANCE

1. Your written grievance must be filed within 15 days of the event in question.
2. The written grievance is considered filed when it is submitted to the Secretary of the Greensborough Hockey Club.
3. The form to complete for a written grievance is attached to this document.
4. The Secretary of Greensborough Hockey Club will acknowledge receipt of the written grievance to the individual(s) filing the grievance.
5. The Secretary or a representative appointed by the club to investigate the grievance will speak with the individual(s) raising the grievance and attempt to resolve the issue prior to the process described in Step II. If the grievance and/or dispute is able to be resolved to the satisfaction of the individual(s) raising the grievance and the individual(s) raising the grievance has agreed not to proceed to Step II of the Grievance Procedure, then the Secretary will report the fact that (1) a grievance was filed and (2) the grievance was resolved, to the Committee of the Greensborough Hockey Club at the next scheduled meeting.

STEP II: DISTRIBUTION OF FORMAL WRITTEN GRIEVANCE

Within 30 days of the date that the written grievance is filed, the Secretary will:

1. Provide a copy of the written grievance to the individual(s) whom the grievance addresses.
2. Submit the written grievance to the Executive Committee.
3. The Executive Committee will discuss the matter and determine whether a Hearing is necessary.
4. If a Hearing is necessary the Executive Committee will appoint at least two people to a Grievance Sub Committee.



STEP III: HEARING ON GRIEVANCE:

1. If deemed necessary and appropriate, a Grievance Hearing date will be scheduled and all parties are required to appear in front of the Grievance Sub Committee.
2. Prior to the Hearing, the individuals(s) to whom the grievance is addressed will be afforded an opportunity to respond in writing and the same will be provided to all members of the Grievance Sub Committee, as well as to the individual(s) who filed the grievance. The time intervals for the written responses will be established at the time that the Hearing date is scheduled.

STEP IV: DETERMINATION OF THE GRIEVANCE SUB COMMITTEE / GREENSBOROUGH HOCKEY CLUB BOARD

If the Grievance Sub Committee finds the accused member, parent/guardian and/or player / coach guilty of a violation, the Sub Committee may recommend to the Committee a penalty for the misconduct. All disciplinary action will be determined on a case by-case basis.

The Greensborough Hockey Club values its members and believes that immediate termination of membership/contract is appropriate only in serious cases of misconduct. Consistent with this belief, it is the Club's general policy to correct misconduct before it rises to a level requiring discharge.

Accordingly, the Club has the option of using the following progressive discipline process:

Step 1: Verbal Warning

Step 2: Written Reprimand

Step 3: Suspension and/or Termination of Membership

Because some misconduct warrants skipping steps in the process, the Greensborough Hockey Club reserves the right to immediately terminate a contract/membership or skip any step(s) in the progressive discipline process.



Grievance Form

NAME _____

PHONE _____

E-MAIL _____

You must provide the following information in the grievance report:

1. The date and time of the event in question:

2. A specific statement of the written code of conduct, policy and/or procedure violated. What action or conduct constituted the violation and what happened? Who was involved?

Total number of pages attached _____

3. The resolution or remedy you want.

Total number of pages attached _____

4. Are there any witness(s)? Will they be willing to testify?
